

## AGENDA

Library Board of Trustees-Verona Public Library  
500 Silent Street Verona, WI 53593  
608-845-7180

Wednesday, July 1, 2020, 6:30 p.m.  
Library Community Room

Due to the COVID-19 pandemic, the Library Board of Trustees will hold its meeting in person and as a virtual meeting. The Library Board of Trustees will meet at the Verona Public Library, 500 Silent Street but some members of the Library Board of Trustees and Staff will join the meeting by using Zoom Webinar, as described immediately below.

Members of the public can join the meeting using Zoom Webinar via a computer, tablet, or smartphone, or by calling into the meeting using phones, as described immediately below. Those requiring toll-free options are asked to contact the Verona Public Library for details prior to the meeting at [sburkart@ci.verona.wi.us](mailto:sburkart@ci.verona.wi.us) or 608-845-7180.

### Join the meeting via computer, tablet, or smart phone:

<https://zoom.us/j/97081821131>

Webinar ID: 970-8182-1131

### Join the meeting via phone by dialing:

1-312-626-6799

Webinar ID: 970-8182-1131

The online meeting agenda and all support materials can be found at <http://www.veronapubliclibrary.org> or <https://www.ci.verona.wi.us/>. In addition to the public, some Library Board of Trustee members and Staff will also be participating remotely. Anyone with questions prior to the meeting may contact the Library at (608) 845-7180 or [sburkart@ci.verona.wi.us](mailto:sburkart@ci.verona.wi.us).

### Call to order

- Approval of the Regular Meeting Minutes of 6/3/20
- Review and approval of June 2020 invoices
- City Council Liaison's report
- Library Director's report
- Old Business
  1. Discussion and possible action regarding phased library re-opening plan due to COVID-19.
  2. Discussion and possible action regarding annual library director evaluation. *The Library Board will convene in closed session to conduct the Library Director's performance evaluation made possible under Wisconsin State Statute 19.85(1)(c). The Library Board will reconvene in open session in the same location.*
- New Business
  1. Preliminary discussion of the 2021 library operating budget

**VPL Board Meeting Minutes**  
*Library Board of Trustees-Verona Public Library*  
*500 Silent Street Verona, WI 53593*

**Wednesday, June 3, 2020, 6:30 p.m.**  
**Library Community Room**

Present: Conwell, Sohail, Ryan, Hopp, Cronin, Burkart  
Virtual participants: Huemmer, Kurth  
Guest: Julie Harrison

**Call to order:**

Hopp called the meeting to order at 6:30p.m.

**Approval of Minutes:**

A motion was made by Huemmer, seconded by Conwell to approve the Regular Meeting Minutes of 05/06/2020. Motion carried.

**Review and Approval of Invoices:**

A motion was made by Conwell, seconded by Kurth to approve the May 2020 invoices. Motion carried.

**Public Comments:**

None

**City Council Liaison Report:**

Cronin reported that the city has not finalized on opening the Fireman's park and splash pad or starting the kids and adult recreational programs yet. She also reported that Community Development Authority will be making recommendation to City Council regarding Sugar Creek project proposals.

**Library Director's Report:**

Burkart updated the board about May circulation numbers that made VPL as the busiest library in South Central Library System in that month. She further added that VPL was one of the first libraries to start the curbside pickups. She also reported that the library has added more curbside pickup times by shortening the timeslots to 5 minutes each with 7 staff members working per shift.

**Old Business:**

1. ***Discussion and possible action regarding library closure and curbside pick-up service due to COVID-19:*** Burkart updated the board that the curbside pickup service is going well, and the staff has gotten comfortable with the procedure.

**New Business:**

1. ***Discussion and possible action regarding library re-opening plan:*** The tentative partial reopening date with Phase 2 of Forward Dane Plan was decided to be June 15<sup>th</sup> to operate the library at 50% capacity at any given time. The board discussed the reopening plans and the procedural changes need to be made to keep the patrons and the library staff safe after the partial reopening of the library.

The discussion included the accessibility of the restrooms and water fountains, availability of the sanitizers and the staff protocols to assist the patrons inside the library. It was recommended that the usage of masks while being inside the library will be strongly encouraged and the signage regarding that will also be posted.

**2. Discussion and possible action regarding the Epidemic & Library Health Emergency Policy:** A motion was made by Huemmer, seconded by Kurth to approve the Epidemic & Library Health Emergency Policy as amended. Motion carried.

**3. Discussion and possible action regarding 2020 library hours:** The board discussed and proposed the library hours for 2020 as being Monday through Thursday 9am till 7pm, Fridays 9am till 6 pm and Saturdays as 9am till 4pm with library being closed on Sundays. A motion was made by Conwell, seconded by Huemmer to approve the 2020 library hours as proposed. Motion carried.

**4. Discussion and possible action regarding the 2021 Capital Budget request:** The board started the discussion regarding the 2021 Capital Budget. The carpet replacement project was recommended to be postponed until 2022. A recommendation was made to add the roof replacement for the flat roof sections for 2021 Capital Budget. It was tabled for further discussion until next board meeting.

**Adjournment:** Meeting adjourned at 7:35 p.m.

VERONA PUBLIC LIBRARY  
DIRECTOR'S REPORT  
June 2020

***I. Collection Development***

Newspaper delivery has been suspended until July 1 due to COVID-19.

Number of items added and deleted in May 2020:

<b>Item Type</b>	<b>Added</b>	<b>Deleted</b>
Books	864	61
Audio	0	0
Software	0	0
Video/DVD	30	168
Other (kits, etc.)	0	0
Magazines	103	21
<b>TOTAL</b>	<b>997</b>	<b>250</b>
<b>YTD</b>	<b>4544</b>	<b>2837</b>

***II. Circulation***

May 2020 Statistics: (library was closed to the public during May because of Covid-19, all circulation was via curbside delivery)

Self-check-outs	NA
Total check-outs	8,861
Self-check-outs vs. desk	NA
May 2019 vs. May 2020	-79.52%
Check-ins	10,683
Library cards added	18
Holds placed	10,869

**Curbside pick-up:**

When the library was closed to the public, the demand for curbside pick-up appointments was frequently 100+ per day. Now that we have partially re-opened and patrons have the option to come in and pick up their own holds, we have adjusted the number of hours curbside appointments are available to reflect the drop in demand and are currently offering appointments between 10:00 – 12:00 pm and 4:00 – 6:00 pm daily.

<b><i>Dates</i></b>	<b><i>Frequency of appointments</i></b>	<b><i>Average # of appointments</i></b>
<i>April 27- May 18</i>	<i>every 10 min</i>	<i>55</i>
<i>May 19 – June 13</i>	<i>every 5 min</i>	<i>78</i>
<i>June 15 – June 24</i>	<i>every 5 min, building open</i>	<i>35</i>

### **III. Reference**

#### **Statistics:**

Reference: 69 transactions  
Proctoring: n/a  
Outer Library Loans: n/a  
One-on-One Instruction: 0  
Personal Archiving Lab Sessions: n/a

#### **Social Media Engagement:**

Facebook: 3,338 followers, 69 posts/events  
Twitter: 1,730 followers, 29 tweets  
Instagram: 1,176 followers, 4 posts  
Events Newsletter: 12,016 recipients

**Librarian's Choice:** An online request form which enables patrons to request books based on their interests without having specific titles in mind.

Total requests: 156

### **IV. Personnel and Staff Development**

During Phase 2, youth services staff will be covering three different desks: a YS express desk at the front of the kids' area, the YS desk (phone and backing up YS express desk), and curbside service/Librarian's Choice requests from the story room.

Outreach Assistant Mia Imperl is joining the youth services team this summer by helping with the curbside service/Librarians' Choice shifts for three days a week.

Library Assistant Jana Schroeer submitted her resignation effective June 22, 2020.

Tonja completed the iSchool online course, *Designing for Accessibility*.

Emma attended the *Compassionate Accountability* webinar on June 11.

Anna Dinkel and Jenny Sessions began work as Library Assistants in the Reference Department the week of June 9. Their original start dates were delayed by the library closure in March.

### **V. Equipment and Physical Facilities**

The library partially reopened to the public on June 15 for Express Library Services which include holds pick up, self check out, copying, faxing, printing, and computer and wifi use. There is a small collection of new books and AV items available for browsing in the center area of the library but the stacks remain closed to the public at this time.

Computers and library furniture have been arranged for social distancing. All staff service desks are protected with plexi-glass barriers.

All staff wear masks in the building and gloves are available for staff. Staff must wear gloves when emptying the book return.

The restrooms are open and the drinking fountains are only operational for water bottle filling.

High touch surfaces (including restrooms) are disinfected by library managers at least every two hours throughout the day.

The landscape edging around the exterior of the building was replaced this month.

### ***VI. Administration and Internal Operations***

Stacey and the library managers have been focused on developing virtual programming, curbside delivery service and the partial re-opening of the facility this month.

We are exploring options for online curbside appointment scheduling to increase efficiency and ease-of-use for patrons. We are currently only making curbside pick-up appointments by phone.

### ***VII. Marketing and Public Relations***

Tonja created 27 event slides & updated the Books 'N Booze webpage.

Luke created 120 graphics for events and resources.

### ***VIII. System and Interagency Cooperation***

Julie finished her term as recording secretary for the Friends of the CCBC, and Marissa has taken over the role.

Emma attended the Discovery Layer User Group meeting on May 27.

South Central Library System is submitting a CARES grant that may enable the library to get funding for an external wifi access point that would give wifi coverage to the library parking lot. This issue came to the forefront for area communities during the pandemic.

### ***IX. Fundraising***

The library received a \$500 donation from a library patron in appreciation of our curbside pick-up service.

### ***X. Events, Programs and Exhibits***

#### **Kid's Events and Programs:**

The youth services department offered limited virtual programs in late May and early June as we prepared for the summer reading program. We took a break from story times from May 26 – June 13.

#### **StoryWalk**

Our first storywalk, featuring the book "The World Shines for You" by Jeffrey Burton, was installed in Badger Prairie Park on June 15. The starting point is on the path closest to the library's parking lot.

#### **Tween D&D**

Kids ages 8 – 11 play D&D online.

May 26 – attendees 6

June 1 – attendees 3

June 9 - attendees 4

June 15 - attendees 3

### **Discord Hang out with Dusty and Mary**

Mary played Portal on Discord. Dusty and Mary responded to participants who asked questions in Discord chat. Participants talked about what they were playing, watching, reading, and listening to.

May 28 - attendees 3

### **Fairy Tale STEAM**

Participants picked up the supplies for this program in advance through curbside service or inside the express library, then followed along with Mary as she directed the craft, plus read a book.

6/16 (Jack and the Beanstalk) - attendees 30

### **Tween Craft**

Participants picked up the supplies for this program in advance through curbside service or inside the express library, then followed along with Mary and Leah as they directed the craft.

June 17 (Silhouette Jars) – attendees 49

### **Read It and Eat**

This monthly book group for ages 8-11 requires registration. Participants join through zoom, discussing the book and enjoying the snacks and activities provided in advance. Amy led the discussion of the book “Rump” by Liesl Shurtliff; participants did activities and enjoyed shoestring potatoes (because they look like straw).

June 18 - attendees 10

### **Trivia (all ages)**

Participants played virtually in a multi-question, multi-round trivia event through Crowdpuurr.

5/27 Lord of the Rings – 18 teams

### **Summer Reading Program**

Our virtual Summer Reading Program on Beanstack premiered on June 15, and seems to be working pretty well for participants. Library staff were trained via a cheat sheet document, short training videos and a zoom meeting.

Registrations after the first 4 days:

Adult: 184

Teen: 62

School-age/PreK: 458

Baby/Toddler: 59

**Total: 764**

### **Upcoming Kids' Events:**

The Summer Reading Program is online this summer via Beanstack. All youth ages levels (0-2, 3-11, teen) will have the same reading goals:

4 hours = grand prize ticket

8 hours = free book and grand prize ticket

12 hours = grand prize ticket

16 hours = completion – free book, coupons, and grand prize tickets

24 hours and 32 hours = another free prize book

### **Virtual Story Times**

Our new summer story time schedule began on June 15 and will end on August 7 (8 weeks). Each story time will remain available for viewing for a week, at which time stats will be recorded and the story time removed. Story times are geared toward certain age levels, along with a new virtual sensory story time.

Everybody Story Time (Mary) – Tuesdays at 9:30 a.m.

Toddler Story Time (Julie) – Wednesdays at 9:30 a.m.

Preschool Story Time (Leah) – Thursdays at 9:30 a.m.

Sensory Story Time (Marissa) – Fridays at 9:30 a.m.

Baby Story Time (Christi) – Fridays at 10:30 a.m.

### **StoryWalk**

We will feature two more titles on the StoryWalk through the summer.

July 14 – August 10: “Summer Song” by Kevin Henkes

August 11 – September 7: “After the Fall” by Dan Santat

### **Choose Your Own Adventure Read Aloud**

Mary will direct participants through a choose your own adventure story using the comments feature of Facebook Live for decision-making. All ages. Occasional Tuesdays.

### **Fairy Tale STEAM**

Participants pick up the supplies for this program in advance through curbside service or inside the express library, then follow along with Mary as she directs the craft, plus reads a book. Every other Tuesday afternoon.

### **Tween Crafts**

Participants pick up the supplies for this program in advance through curbside service or inside the express library, then follow along with Mary and/or Leah as they direct the craft. Every other Wednesday afternoon.

### **Read It and Eat**

This monthly book group for ages 8-11 requires registration. Participants join through zoom, discussing the book and enjoying the snacks and activities provided in advance.

7/18 – Mighty Jack by Ben Hatke

8/13 - Where the Mountain Meets the Moon by Grace Lin

### **Tween D&D**

Dusty runs this program for ages 8 -11 from his home. Every other Monday afternoon.

### **Open Art**

Participants pick up the supplies for this program in advance through curbside service or inside the express library, then follow along with Christi as she directs the craft. Every other Monday afternoon.

Ages 2 – 10.

### **Minecraft Club**

Dusty and Mary will run this program from a new Minecraft server that Dusty has set up. Java and Bedrock editions will be offered separately. Every other Wednesday afternoon.

### **Pajama Story Time**

Amy will offer this story time every other Thursday evening at 7:00 p.m.

### **Tween Escape Rooms**

These virtual escape rooms will be presented by Mary and Leah for both tweens and teens using Zoom. Every other Friday.

### **Dragons and Dinosaurs with Colossal Fossils**

Thursday, June 15, 10:30 a.m. (available through the end of summer for viewing).

Learn about real animals and how they inspired the stories of mythological creatures. This live one-hour program will be broadcast via Facebook Live.

### **"Alice in Wonderland" presented by Hampstead Stage**

Thursday, June 23, 10:30 a.m. (available for viewing only on June 23)

Hampstead Stage Company of Chicago presents a virtual performance of "Alice in Wonderland" accompanied by a study guide and activities. A Vimeo link and password will be provided via Facebook and the event listing.

### **Nickey Fynn Magic Show**

Thursday, July 30, 1:30 p.m. (available through the end of summer for viewing)

Nickey Fynn's hilarious magic show will be virtually broadcast live from the Verona Public Library! He'll show some amazing magic plus teach you a few tricks.

### **Leonardo Music Show**

Thursday, August 6, 1:30 p.m. (available through the end of summer for viewing)

This highly interactive performance has plenty of sing-a-longs and dance moves to inspire imagination, creativity and a love of reading in audiences of all ages and abilities.

### **Teen Events:**

#### **Teen D&D (2 groups)**

Wednesdays, 3:30 – 5:00 pm

Using a virtual platform, teens played a cooperative adventure game based on storytelling and dice rolling.

May 27; Attendees: 3

June 3; Attendees: 3

#### **Teen Jackbox Gaming**

Thursdays, 3:30 – 5:00 pm

Teens played virtual group games together involving trivia and creative writing/drawing.

May 28; Attendees: 3

June 18; Attendees: 3

#### **Teen Craft: Silhouette Jars**

Wednesday, June 17, 1:30 – 2:30 pm

Teens and tweens picked up craft supplies from the library and then followed along with a live video, so they could ask questions and interact.

Teen attendees: 7

### **Upcoming Teen Events:**

#### **Teen Challenges (virtual)**

June 15 – August 9

A new challenge will begin every week, but you have two weeks to enter each challenge. Submissions will be entered into a drawing at the end of each challenge, and the winner will choose a \$35 gift card from a few local businesses!

#1: Salty Poetry – write a poem about pandemic life and what you’ve missed.

#2: Nature Art – make some kind of art out of natural objects.

#3: Game Shot – recreate a moment from one of your favorite video games, in real life.

#4: Book Cover Art – recreate your favorite book cover, or re-imagine what a book cover could have looked like.

#5: Foley Sound Effects – make your own sound effects to a short royalty-free video.

#6: Recycled Cosplay – make cosplay out of random stuff from home, including recyclables.

#7: Photo Scavenger Hunt – upload images from a scavenger hunt.

### **Teen D&D (Sessions 1&2) (virtual)**

Wednesdays, June 17 – August 19, 3:30 – 5:00 pm

### **Teen Escape Rooms (virtual)**

Fridays, June 26, July 10, July 24, and August 14, 2:00 – 2:45 pm

Ages 12-17. Work as a team to solve puzzles and open locks!

### **Teen Craft: Clay Dragons (virtual)**

Wednesday, July 1, 1:30 – 2:30 pm

### **Teen Jackbox Gaming (virtual)**

Thursdays, July 2, July 16, July 30, August 13, 3:30 – 5:00 pm

### **Teen Craft: DIY Chalk (virtual)**

Wednesday, July 15, 1:30 – 2:30 pm

### **Teen Craft: Sun Print Paper and Invisible Ink (virtual)**

Wednesday, July 29, 1:30 – 2:30 pm

## **Adult Classes & Events:**

### **Virtual Adult Summer Reading Program**

June 15 – August 31

New this year –an all-online Summer Reading Program! Register starting June 15 and start logging at home with our online reading log. Read and log your books and be automatically entered into a drawing for prizes including \$50 gift cards at area businesses. Drawings will be held on September 1. We will notify winners by email or phone. Win a gift certificate from: AJ’s Pizza and Diner, Culver’s, El Charo, Icki Sticki, Jordandal Cookhouse, North and South Seafood and Smokehouse, Pizza Ranch, Sow’s Ear, Sugar River Pizza, Tuvalu Coffeehouse.

### **Books ‘N Booze**

Books 'N Booze is a book club for people who are interested in having a blast while discussing fun books and meeting new people. We meet every fourth Thursday of the month at 6:00 pm at the Sugar River Pizza Company, or via Zoom.

Thursday, May 28, 6:00-7:00 pm

Virtual discussion of Choose Your Own Book

Attendees: 13

### **Distance Learning English Classes for Adults**

Monday, June 1, 6:00-8:00 pm

Participants will learn English communication skills with personalized phone calls and work from their textbook and/or join group class via Zoom. All students will receive videos and listening practice via text to supplement their instruction. Presented in partnership with the Literacy Network.

Monday, June 1, 6:00-8:00 pm, attendance: 7

Monday, June 8, 6:00-8:00 pm, attendance: 9

Monday, June 15, 6:00-8:00 pm, attendance: 11

### **9 Tips to Eliminate Clutter & Feel Better – Virtual**

Wednesday, June 17

Jill Annis, owner of Simply Organized, created a pre-recorded video that provided simple strategies and inspiration to start decluttering your space with confidence.

Attendance: 74

### **Upcoming Adult Classes and Events:**

#### **Distance Learning English Classes for Adults**

Mondays, June 1 - July 20, 6:00-8:00 pm

Participants will learn English communication skills. Students will receive free English textbooks in the mail and text messages with YouTube videos, grammar videos, and listening practice. The teacher will also call students weekly to help with homework. Presented in partnership with the Literacy Network.

#### **Green Burial - Virtual**

Thursday, July 16, 6:30-7:30 pm

Shedd Farley, Director of the Linda and Gene Farley Center for Peace, Justice, and Sustainability, will explain the philosophy and practice behind natural burial, as well as the history of the center. This program will be presented via Zoom.

#### **Books 'n Booze**

Books 'N Booze is a book club for people who are interested in having a blast while discussing fun books and meeting new people. Upcoming virtual discussions via Zoom:

June 25-*Exit West* by Mohsin Hamid or TBD

July 23-*Less* by Andrew Sean Greer

#### **Grilling Basics – Virtual**

Wednesday, August 5

Grilling is a popular method for preparing steak, but it's also the one that tends to worry a lot of beginner cooks. Sarah Agena, Consulting Dietician of the Wisconsin Beef Council, will give you steps that will make your grilling easy and satisfying. This program will be held online through a pre-recorded video.

### **Exhibits:**

#### ***Wolves and Wild Lands in the 21<sup>st</sup> Century* Traveling Exhibition**

September 2 – October 28, 2020

*Wolves and Wild Lands in the 21<sup>st</sup> Century* is a timely exhibition about wolves and their closely related cousins, the red wolf and coyote. The story of wolves in North America takes us to many places, from the Arctic to the southwestern United States. And for every region where wolves thrive--struggle to survive--cultural and economic pressures continue to shape their existence. This exhibition provides a compelling, continental perspective on wolves today. Brought to you by the Verona Public Library Endowment Fund.

# **Verona Public Library phased opening following the Forward Dane plan - DRAFT**

## **Phase 1**

- The library is closed to the public
- Continue to offer curbside pick-up of library materials by appointment
- Library programs and Summer Reading Program offered virtually

## **Phase 2 (Library entered this phase on June 15)**

- The library is partially open to the public
- Capacity is 25 people in the building at one time, excluding staff in staff work areas.
- Self pick-up holds and self-check kiosks are available
- Closed stacks, a small browsing collection of new books & materials is available
- Computers, laptops, printer, fax machine, copier, and wifi are available
- Limited seating
- No study room or meeting room use
- Continue curbside pick-up of library materials by appointment
- Library programs and Summer Reading Program offered virtually

## **Expanded Phase 2**

- Newspapers are available by request at the service desk
- Exam proctoring is available by appointment
- Personal Archiving Lab is available by appointment

## **Phase 3**

- The library is open to the public
- Capacity is 40 people in the building at one time, excluding staff in staff work areas.
- Self pick-up holds and self-check kiosks are available
- Closed stacks, a small browsing collection of new books & materials is available
- Computers, laptops, printer, fax machine, copier, and wifi are available
- Limited seating
- Continue curbside pick-up of library materials by appointment
- Library programs and Summer Reading Program offered virtually
- Newspapers are available by request
- Exam proctoring is available by appointment
- Personal Archiving Lab is available by appointment
- No meeting room use, except for exam proctoring or Personal Archiving Lab use

## **Expanded Phase 3**

- The Adult, Teen, and AV sections of the library are open to the public for browsing.
- The children's stacks remains closed initially, but browsing is available by appointment.
- Capacity is increased in relationship to the amount of square footage open to the public.
- Some study rooms are available if not in use by library staff or for furniture storage.

## **Phase 4**

Return to normal operations and in-person programming.

## 2019 Goals - Stacey Burkart

### Goals and Objectives for the Verona Public Library in the 2019 Budget

- Increase service to the community by making a permanent change to our library hours, adding Sunday afternoons during the school year.
- Improve library service related to technology by upgrading wifi access points, replacing older public computers, and offering personal archiving equipment.
- Increase access and decrease wait times for e-book and e-audio materials.
- Eliminate fines for overdue materials.

#### Administration:

1. Continue policy reviews & revisions. Complete a review of the Public Behavior and Child Safety policies by the end of 2019.

The Public Behavior Policy was updated October 2019 and the Child Safety Policy has been revised and is currently up for board review.

2. Review the Computer and Electronic Device Use Policy in terms of juvenile access to technology by the end of 2019.

The Public Computer and Electronic Device Use Policy was revised in May 2019. The library board did not make any changes to the policy regarding juvenile access to technology at that time.

3. Develop a process for fundraising at larger endowment sponsored events and raise an additional \$25,000 for the Library Endowment Fund through fundraising events and end of year mailing campaign by the end of 2019.

The library raised \$39,622 for the endowment fund in 2019, through fundraisers, mailing campaign, and memorial donations. We did not have any large endowment-sponsored events in 2019 but held a series of smaller programs related to the Monarch butterfly exhibit.

4. Determine what content a 3-year strategic plan will include and conduct survey on the future of library service with staff and board by the end of 2019.

With the help of board president Chris Hopp, strategic planning exercises were conducted with the library staff and library board. I also attended a one-day training on strategic planning offered by CVMIC. This goal is still in progress.

#### Collection Maintenance:

1. Oversee creation of an OverDrive Advantage account to decrease wait times for Verona Library patrons for e-books and e-audiobooks by May 2019. Effectiveness and impact will be measured by determining increase or decrease of average OverDrive wait times for Verona patrons. Once several months of data is collected, that information will be used to make future budget recommendations for the Advantage account.

The libraries OverDrive Advantage account was created in May 2019 and between June and December of 2019 average wait times for items decreased by four days. In 2020, the library will again purchase \$5000 worth of OverDrive titles based on highest demand.

## **Library Service:**

1. Oversee creation and implementation of a personal digital archiving lab by October 2019.  
The Personal Archiving Lab was made available to the public in October 2019 and 17 people used the lab during the first five months. The library will continue to promote this new service and train additional staff on how to use it.
2. Maintain or increase the level of library outreach and increase library outreach to Spanish speakers in 2019.  
Marissa continued to interact with Spanish speaking families at Badger Prairie Needs Network each week. She also continued her regular involvement with the Nakoma Kids' Club, arranging visits to the library and getting children library cards and books. In 2019, Marissa began attending Verona Area School District screening days and got materials about library services in Spanish to Spanish-speaking families.

## **Facilities Management:**

1. Work with South Central Library System to upgrade the library wifi network in 2019 or 2020.  
The wifi network was upgraded in January 2020. We increased from four access points in the building to nine. This should meet our anticipated wifi needs for the next seven years.
2. Replace and upgrade 100% of public lab PC computers to improve computing services for library patrons by December 2019. This moves public lab computers to a three-year replacement schedule rather than a five year schedule.  
The public lab computers were upgraded in April 2019.
3. Complete reupholstery of 20 chairs in the teen and adult areas of the library by August 2019.  
The upholstery project was completed in June 2019.
4. Explore expansion of library hours to include summer Sundays by evaluating circulation statistics at other area libraries and defining the potential budget increases for staffing costs and facility operations by August 2019.  
The library hours were expanded to include summer Sundays as part of the 2020 budget process. Evaluation of circulation statistics from area libraries supported the expansion of hours.

# DRAFT 2020 Goals - Stacey Burkart

## Goals and Objectives for the Verona Public Library in the 2020 Budget

- Increase service to the community by adding Sunday afternoon hours during the summer.
- Increase service to non-native English speakers by offering ESL classes.

### Administration:

1. Continue policy reviews & revisions. Complete a review of the Inclement Weather and Collection Development policies by the end of 2020. Review newly created Epidemic and Library Health Policy by September 2020.
2. Continue to develop safety protocols, procedures, and staffing models in response to changing public health conditions during the COVID-19 pandemic.
3. Assess what changes the pandemic will have on library strategic planning by the early 2021.

### Collection Maintenance:

1. Evaluate the OverDrive Advantage account in terms of decreased wait times for Verona Library patrons for e-books and e-audiobooks and make recommendation for funding levels for the 2021 budget.

### Library Service:

1. Create an efficient system of curbside delivery during the pandemic.
2. Create and maintain a system of online programs and events as long as in-person programs are not advised by public health officials.
3. Continue to offer as many regular library services to the public as possible with staff and patron safety a top priority.
4. Increase offerings of ESL classes by the end of 2020.

### Facilities Management:

1. Work with South Central Library System to add an exterior wifi access point to the library in 2020 or 2021.
2. Complete reupholstery of 10 chairs in the adult areas of the library by June 2020.

